

# Hawthorn Medical Practice

## Inspection report

Hawthorn Road  
Skegness  
PE25 3TD  
Tel: 01754896350

Date of inspection visit: 14 December 2022  
Date of publication: 09/02/2023

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

### Ratings

#### Overall rating for this location

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services caring?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced focussed inspection at Hawthorn Medical Practice on 14 December 2022 to review compliance with a Warning Notice which was issued following our previous inspection of 18 and 23 August 2022.

At the August inspection, the practice was rated as inadequate overall and for the key questions of safe, responsive and well-led. It was rated as requires improvement for the effective and caring key questions. The practice was placed into special measures.

This inspection on 14 December 2022 was undertaken to review compliance with the warning notices which had been issued but the inspection was not rated.

The ratings from August 2022 therefore still apply and will be reviewed via a further inspection to take place within the next six months.

The full reports for previous inspections can be found by selecting the 'all reports' link for Hawthorn Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

The ratings for each key question are;

Safe - Inadequate

Effective - Requires improvement

Caring-Requires improvement

Responsive- Inadequate

Well-led - Inadequate

## **Why we carried out this inspection.**

This inspection was a focused inspection to follow up on the Warning Notice issued in connection with breaches of Regulations 12, 17 and 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2104.

## **How we carried out the inspection.**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider

# Overall summary

- Requesting evidence from the provider.
- A shorter site visit.

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected.
- information from our ongoing monitoring of data about services.
- information from the provider, patients, the public and other organisations.

We have not rated this practice as the rating remains unchanged until we have completed a further inspection incorporating all relevant key questions.

We found that action had been taken to address the breaches identified in the warning notice and it was evident that improvements had been made although there was further work that needed to be completed.

We found that:

- Care was provided in a way that kept patients safe and protected them from avoidable harm.
- The practice had taken reasonable steps to protect patients and others from the risks posed by healthcare associated infections.
- The provider had implemented effective oversight of the systems and processes designed to deliver safe and effective care.
- Patients in receipt of some high-risk medicines were not always appropriately monitored.
- There was no Patient Participation Group in place.
- The provider had started to analyse telephone data to gain oversight of where delays in call handling may be occurring.

The provider should:

- Establish a Patient Participation Group
- Continue to collect analyse data from the telephone system to help better meet demand.

The provider must:

- Ensure care and treatment is provided in a safe way to patients.

We have issued the provider with a Requirement Notice for a breach of Regulation 12 (1)(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

**Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services**

## Our inspection team

Our inspection team was led by a CQC lead inspector and was assisted by a further CQC inspector. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Hawthorn Medical Practice

Hawthorn Medical Practice is located at:

Hawthorn Road

Skegness

Lincolnshire

PE25 3TD

The practice has a branch surgery at:

Hawthorn Surgery

Wainfleet Road

Burgh Le Marsh

Skegness

Lincolnshire

PE24 5ED

The Skegness site is open from 8am to 6.30pm Monday to Friday and the Burgh Le Marsh branch from 8.30am to 5pm Monday to Wednesday (closed for lunch 12.15 to 1.45pm) and Thursday from 8.30am to noon. Extended hours appointments are offered on two evenings a week.

The provider is a partnership of eight GPs and is registered with CQC to deliver the Regulated Activities;

- diagnostic and screening procedures
- maternity and midwifery services
- family planning
- treatment of disease, disorder or injury
- surgical procedures.

These are delivered from both sites.

There is a dispensary at the Burgh Le Marsh branch site. The practice can dispense to 3,114 eligible patients.

The practice is situated within the Lincolnshire Integrated Care System and delivers General Medical Services (GMS) to a patient population of about 17,777. This is part of a contract held with NHS England. The practice list is weighted to 22,958 which reflects the healthcare needs of its patient population. The reason for weighting for patient demographics is that certain types of patients place a higher demand on practices than others. The adjustment for deprivation acknowledges that deprived populations have higher health needs than less deprived populations with a similar demographic profile.

The practice is part of a wider network of GP practices known as a First Coastal Primary Care Network.

Hawthorn's practice population is strikingly different from the Lincolnshire and England averages. It has the higher numbers of patients aged 65 and over, a higher deprivation score, higher numbers of patients with a long-term condition and the lower numbers aged 18 and under.

Information published by Public Health England shows that deprivation within the practice population group is in the first decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

The percentage of the practice's patients aged 65 and over is 27.3% (2021), higher than the Lincolnshire average of 23.1% and England average of 17.4%.

Life expectancy for males (75.7) and for females (81.3) is below the England average of 79.5 for males and below the England average of 83.1 for females.

The percentage of the practice's patients aged 18 and under is 16.9%, lower than the ICB average of 18.8% and the England average of 20.4%.

The practice's deprivation score in 2019 is 42.2, much higher than the Lincolnshire average (19.9) and England average (21.7).

In 2021, 70.4% of the practice's population had a long-term health condition; much higher than the Lincolnshire average of 56.3% and the England average of 51.1%.

There are stark differences between Hawthorn Medical Practice and the rest of the ICB in terms of disease prevalence.

Data provided by the ICB showed that in the year ending March 2021, Hawthorn Medical Practice had high attendances of A&E in total, with their Total and Type 3 attendances the highest in the East Lincolnshire locality, while their Type 1 attendances were the third highest in the locality.

Disease prevalence was higher than both the local and national averages in all but two of the Quality Outcomes Framework conditions.

The team of eight GP partners (6.9 WTE) provide cover at both surgeries. The practice has an advanced nurse practitioner (0.9 WTE), a nurse practitioner (1.0 WTE), four practice nurses (2.7 WTE) and one healthcare assistant (0.85 WTE) They are supported by a team of dispensers, reception, housekeeping and administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, many GP appointments had been telephone consultations.

Extended access is provided where late evening and weekend appointments are available.

Out of hours services are provided by Lincolnshire Community Health Services NHS Trust

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	There proper and safe management of medicines was ineffective.
Maternity and midwifery services	In particular: The provider had not taken all reasonable steps to ensure the safe prescribing of medicines to patients living with hypothyroidism.
Surgical procedures	
Treatment of disease, disorder or injury	